Aquaculture Application Specialist
Pentair Aquatic Eco-systems, Apopka, FL

SUMMARY

The Aquaculture Application Specialist position is responsible for managing customer interactions and ensuring high levels of customer satisfaction. The Aquaculture Application Specialist interacts with outside sales and customers to analyze customer needs and provide technical support for PAES product.

ESSENTIAL DUTIES AND RESPONSIBILITIES

• Support the PAES contact center and inside sales team on product related technical questions
• Support the goal of increasing sales by improving overall technical understanding of products within the contact center in order to facilitate up-selling of additional products
• Effectively communicate with customers directly to assist with product specifications, sizing, and application
• Answer phones and provide technical assistance with product applications to both customers and coworkers
• Provide price quotes for products in a timely and accurate manner that is consistent with PAES pricing objectives
• Respond to all incoming data specifically faxes, electronic mail, conventional mail, walk in customers and other sales related documentation in a timely and accurate manner

Skills required:

• A thorough understanding of products related to all forms of aquaculture and aquaponics, with an emphasis on recirculating aquaculture systems
• Proven ability to manage and execute sales within the industry or related technical sales experience
• Excellent organizational and communication skills are required
• Must have ability to work independently while handling a wide variety of projects and able to prioritize them effectively
• Ability to remain in control, professional, and empathetic while handling customer interactions
• Outstanding written and verbal communication skills
• Skilled at navigating through multiple applications

EDUCATION AND/OR QUALIFICATIONS
A Bachelor’s degree in Aquaculture or a four-year BA/BS Degree in a Biology, Chemistry, Marine Science, Fisheries Science, Oceanography or Limnology plus 5 years of relevant experience in the commercial recirculating aquaculture industry. A Master’s degree is preferred. A Master’s Degree in Aquaculture can be used as a substitute for 5 years of relevant industry experience. Demonstrated proficiency in written (Microsoft Office suite) and oral skills (face-to-face, telephone & public speaking) - accredited courses in Professional Selling and Negotiating, an asset.

LANGUAGE SKILLS
• Able to communicate effectively in the English language.